Avaya 2050 IP Softphone for Windows Release 4.04.067: 2050 Release 4.4 Service Pack 1 Read Me Document

Avaya is pleased to announce the availability of the 2050 IP Softphone Release 4.4 Service Pack 1, which provides quality and robustness improvements. This release is being provided as a no charge update to all customers who have previously purchased or upgraded to Release 3.x or 4.x.

Please note that the Product Advisement related to the previous 2050 IP Softphone Release 4.4 and Verint Call Recording has been addressed with this 2050 IP Softphone Release 4.4 Service Pack 1 software. Customers using the Verint Call Recording application can move to this 2050 IP Softphone Release 4.4 SP1. Please see the Product Advisements section of this Read Me document.

Quality Improvements

This 2050 IP Softphone Release 4.4 Service Pack 1 continues to improve the overall quality of the 2050 IP Softphone through the delivery of ongoing resolution of customer reports and Avaya identified work items.

Three customer reported cases have been closed and additional quality improvements have been delivered with this 2050 IP Softphone Release 4.4 Service Pack 1 including,

JIRA 11147 External: Only 1 non-administrative PC account (user) can successfully register 2050 with CS1000.

JIRA 11179 External: Changing the ringing volume in the GUI does not actually change the ringing volume.

JIRA 8520 External: Call records are not complete

Further robustness improvements are included with Release 4.4 Service Pack 1 including:

- DTMF tone generation improvements for a VPN to MX conference bridge scenario

Product Advisements

- **Update**: In the previous 2050 IP Softphone Release 4.4, an issue with the Verint Call Recording application was observed where the Call Recording application did not record the phone call as expected. At that time, Avaya advised customers using the Verint Call Recording application to NOT move to the 2050 IP Softphone Release 4.4. This issue has been resolved with this latest 2050 IP Softphone Release 4.4 Service Pack 1, and customers can now upgrade to this latest release.

- **Update:** An issue related to VPN was observed on the previous 2050 IP Softphone R4.4 and earlier releases of 2050 IP Softphone where users with Juniper VPN equipment were not able to join Conference Bridges by pressing the number pad to input the Conference Bridge password. That is, the DTMF tones generated did not seem to get to the Conference Bridge and due to that, users with Juniper VPN equipment were not able to enter the Conference call. This issue was investigated and it was found that the cause was due to Juniper VPN incompatibility with DSCP, and as such all releases of 2050 IP Softphone are affected by this issue. This 2050 IP Softphone Release 4.4 Service Pack 1 includes a workaround to this issue by allowing to DSCP to be disabled in the 2050 IP Softphone, so customers with Juniper VPN equipment can

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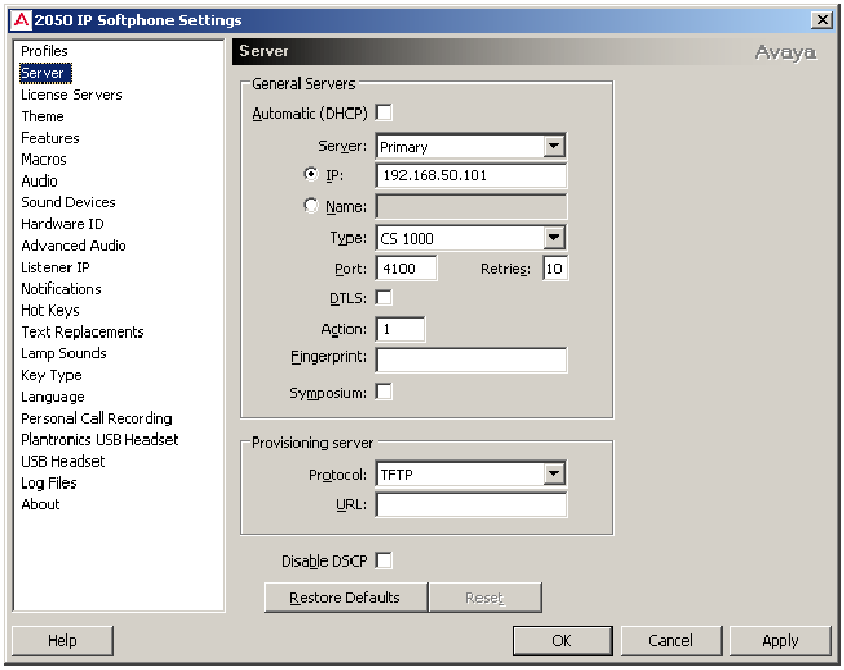
now upgrade to this latest release and use the workaround. See the picture below that shows how the new option 'Disable DSCP' has been added into the bottom of the Server page in 2050 IP Softphone Settings menu. The option is unchecked by default. Use the checkbox to disable applying DSCP bits in IP packets.



- Although the 2050 IP Softphone Rls 4.4 Service Pack 1 natively supports Windows Vista and Windows 7, it could be started in Windows XP compatibility mode. Please note, that this mode is not supported and could cause speech path issues or problems with USB headset detection. Therefore it is recommended to disable Windows XP compatibility mode in Windows Vista / Windows 7.

- This 2050 IP Softphone Release 4.4 Service Pack 1 may be installed over an existing installation of the 2050 IP Softphone. All user settings, licenses, etc will be retained. Note that if the customer chooses to use MSI installer over EXE, the install process will not clean up the "2050 IP Softphone Extra Modules" component. The customer may do that manually via the Control Panel →Add or Remove Programs on Windows XP, or, via the Control Panel→Programs→Programs and Features on Vista and Windows 7.

- A warning message can appear when the 2050 IP Softphone is started using a new Regular User account, if the new account has been installed on the PC for the first time with an Administrator account using the msi installer method.

  The 2050 IP Softphone is able to recover itself if any components, files, or registry keys have been accidentally removed or corrupted. On every start, the 2050 IP Softphone checks its vital components. If they are missing, the Softphone tries to reinstall them using its installation files. This feature works only if the original installation files are accessible for the user who launched the Softphone.

  If the 2050 IP Softphone was installed on behalf of a different user account, some components may not be properly registered for the current user. In this case the 2050 IP Softphone will try to setup these components at first startup. The following message will appear at the end.

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Reboot action is not required in such a case and can be skipped by pressing the 'Cancel' button.

If the original installation files are NOT accessible for this user, the recover action cannot be completed and the message will reappear. To resolve this, the user needs to make the installation files available for this user profile or the Softphone should be reinstalled for this particular user account.

Supported Platforms

Operating Systems

- Microsoft® Windows XP™ (Service Pack 3)
- Microsoft® Windows Vista™ (Service Pack 1) – 32 bit and 64 bit versions
- Microsoft® Windows 7™ – 32 bit and 64 bit versions

Call Server Compatibility and Requirements

The 2050 IP Softphone Release 4.4 Service Pack 1 is compatible with the Avaya Call Servers listed below.

Avaya CS1000: Release 6.0, 7.0, 7.5

Avaya BCM 50: Release 5.0, 6.0[1]

Avaya SRG 50: Release 6.0[2]

Note 1: BCM Release 6.0 or higher is required for Caller ID information to be displayed in the incoming pop-up window as well as support of the Soft-Expansion Module functionality.

Note 2: In SRG Local mode only three out of six programmable keys will be active.

Software Download

The 2050 IP Softphone Release 4.4 Service Pack 1 for Windows PC is generally available globally as of March 2, 2013. The software is available for download from the Avaya Support Portal at:
http://support.avaya.com/css/appmanager/public/support/Downloads/P0659

The following files are available for download with the Release:

File	Description
4.0x.xxx-all.zip (4.04.067-all.zip)	All installation files.

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setup_xxxxxx.msi (setup_404067.msi)	2050 IP Softphone installation file in Microsoft Windows Manager Installation file (msi) format.
setup_xxxxxx.exe (setup_404067.exe)	2050 IP Deskphone installation file in setup.exe format.
setup_server.exe	License Server software setup file.
i2050 ConfigurationTool.exe	Utility for creation of profile settings to enable rapid deployment of the 2050 IP Softphone on user desktops.
i2050GetHWIDTool.exe	Tool for obtaining the Hardware ID used in the creation of licenses.
IPSoftphone2050_Settings.exe	A utility that can be run to configure the 2050 IP Softphone
Country specific software files for Russia, Belarus, and Kazakhstan markets only	
4.04.067-all-NE.zip	Version of 2050 IP Softphone containing no media encryption – for Russia, Belarus, and Kazakhstan markets only.
Setup_NoMediaEncryption_404067.msi	2050 IP Softphone Installation file in Microsoft Windows Manager Installation file (msi) format. This version is for use in Russia, Belarus, and Kazakhstan only.
Setup_NoMediaEncryption_404067.exe	2050 IP Softphone Installation file in setup.exe format. This version is for use in Russia, Belarus, and Kazakhstan only.

This release is being provided as a no charge update to all customers who have purchased or upgraded to Release 3.x or 4.x.

License Ordering Guidelines and Procedures

Software licensing was introduced with the 2050 IP Softphone Release 3.0. Software licensing eliminates the requirement to purchase a CDROM copy of the 2050 IP Softphone Release 3.0 client application on a per-desktop basis. Instead, Right-to-Use Licenses are purchased from Avaya's Keycode Retrieval System (KRS) which is accessible via the Avaya Support Portal at the link below:

http://support.avaya.com/krs

Additional information on generating and retrieving keycodes is provided in a later section of this Readme document, and is included in Product Documentation (See Communication Server 1000 IP Phone Fundamentals, NN43001-368).

Software licensing is based on either a 'per-user' (nodal) approach, or a 'pool-of-users' (Licensing Server) approach. The per-user nodal approach is loaded onto an individual PC for sole use of that user, and requires the12-digit Media Access Control (MAC) address of the network adapter upon which the 2050 IP Softphone application will be installed, to be entered into the Avaya KRS system to generate the license. See the instructions below on how to generate node-based licenses for the 2050 IP Softphone.

For the Licensing Server approach, a 'pool-of-users' method is used, and provides increased cost-effectiveness for some customers. For example, if a customer has identified that they have 100 active users of the 2050 IP

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Softphone at any given time, out of a total population of 500 2050 IP Softphone users, they should plan on purchasing 100 (or more) licenses to support their employees. An active (or 'checked out') license is required in order to make a call with the 2050 IP Softphone. Licenses are hosted on a Licensing Server, which is a customer supplied PC and is located on the customer premise.

Two order codes are established with 2050 IP Softphone. There is a 'Right-to-Use (RTU) license for new 2050 IP Softphone Release 4.4 purchases. An upgrade Right-to-Use license has been established offering a discount for installed base customers of Release 1.x and 2.x wishing to upgrade to Release 4.x.

New Purchases:

PEC	Description
NTDW84BA	2050 IP Softphone New User License (Release 3.x or 4.x)

Upgrades from 2050 IP Softphone Release 1.x / 2.x to Release 4.4

PEC	Description
NTDW84CA	2050 IP Softphone Upgrade License from Release 1 and 2

Note: The Software CD Package will not be available for the 2050 IP Softphone Release 4.0 and higher. The full release is available for download from the Avaya Support Web site and KRS. Refer to the following section, or to the User Documentation, for additional details.

Customers who have previously purchased and installed an earlier version of 2050 IP Softphone may download this Release 4.4 from the Avaya Support portal using their existing licensing. Please refer to the following section.

Keycode Retrieval Process from KRS

The 2050 IP Softphone requires a license in order to operate. Upon initial installation, the application will enter into a 30-day 'grace period' which allows users 30 days to obtain the licensing keycode. The grace period may not be extended.

Before proceeding with obtaining keycodes via the KRS system, you must have the following information available:

- If using Node-locked licenses, the 12-digit Media Access Control (MAC) address of the network adapter upon which the 2050 IP Softphone application will be installed, is required. If the PC contains multiple adapters, the i2050GetHWID.exe utility (available with the 2050 IP Softphone release software package) may be used to obtain the MAC address that will be used by the 2050.

  The Hardware ID (available through the Diagnostics screen) may also be used as it contains the MAC address. The Hardware ID is a 20-digit ID in the format: 31-32-XX-XX-XX-XX-XX-XX-66-06 where the middle XX digits are the MAC address and the first 4 digits and last 4 digits are the same for all 2050 IP Softphone instances.

  If multiple Node-locked licenses are desired, these can be created at the same time. KRS will accept a list of the MAC addresses in a text file in a comma separated value (CSV) format.

  Please refer to the section below, or the User Documentation, for the procedure on registering and generating Node-locked licenses for the 2050 IP Softphone.

- If using a Network Licensing Server, for a 'pool-of-users' approach, the Fully Qualified Domain Name (FQDN) of the PC on which the License Server Software is installed is required. The FQDN must be in a dotted decimal format, for example: yourlicenseserver1.yourcompany.com. The 2050 IP Softphone

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License Server Software can be pre-installed and used to determine the FQDN of the PC using the gethostid.exe utility.

- Purchase Order Number

Procedure for Registering / Generating Node–locked or Licensing Server-based keycodes for the 2050 IP Softphone:

1. Access the KRS site at: http://support.avaya.com/krs
2. Select 'KRS Site' at the bottom of the page, under RELATED LINKS
3. At Step 1, Select 'Global Login'
4. At Step 2, Select product family '2050 IP Softphone', Click GO
5. Enter Login credentials.

Note: The KRS User Guide provides detailed, up-to-date instructions for using the KRS system to create keycodes for the 2050 IP Softphones. To access the KRS User Guide, click on 'Documentation Forms & USER GUIDES' on the left sidebar.

6. Click on 'Product Registration' on the sidebar.
7. Enter a unique name for the Site Name
8. Enter the System ID. For Node-locked licenses, this is the MAC address. For Network Licensing Server, this is the FQDN.
9. Click 'Create'.
10. Click on 'Generate Keycode' on the sidebar
11. At Step 1, enter the Host ID into the Enter HostID field. (Note the HostID is the host name of the PC where the license server is installed, e.g. win2008server.somecompany.com)
12. At Step 2, enter the Purchase Order Number*. Alternatively, you can search by Avaya Order #, COEO, Customer PO#, or Alternate Order #.

* Assuming a purchase order has been placed for a number of users, SAP will have created a non-stock PO and will send to KRS. Note: COEO = Common Equipment Order Number for carrier customers. Authorization codes are used by Stocking Distributors.

13. At Step 3, select the quantity / number of licenses desired.
14. Click 'Continue'. The program then returns back to the Select PO screen to allow users to pull licenses from multiple PO's if desired.
15. Click 'Go to Summary'
16. Click 'Generate Keycode'. A new keycode is generated in the KRS database. The user is then directed to the Keycode Retrieve screen.
17. Select 'Download Keycode and apply to System'. The license is saved as a .lic file on the local system.

Expansions:

1. Click on 'Generate Keycode' on the sidebar.
2. At Step 1, enter the Host ID from the previous step into the Enter HostID field.
3. At Step 2, enter the Purchase Order Number to pull the license entitlement form
4. At Step 3, enter the quantity / number of additional seats required.
5. Click 'Generate Keycode'.

Note: With the 2050 IP Softphone, each license increment generates an additional license file. This is different from other products where a single license file is revised to include the additional values.

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If you are experiencing any problems with the KRS system, click on the CONTACT KRS SUPPORT link at the bottom of the page. Some of the documents may include Product Bulletins, Sales and Marketing Bulletins, and NTPs.

References and Related Documents

The following documents are associated with 2050 IP Softphone for Windows PC on the CS1000:

Communication Server 1000 IP Phone Fundamentals, NN43001-368

2050 IP Softphone User Guide, NN43119-101

2050 IP Softphone Call Center User Guide, NN43119-100

These CS1000 documents can be found on the Avaya Support Portal at: http://support.avaya.com

At the top, select Downloads & Documentation and enter '2050 IP Softphone' in the product selection box. This will provide a list of all the Administration and System Programming documents, and User Guides in multiple languages for use with the different supported Avaya Call Servers

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